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ABSTRACT

In April 1996, a study was undertaken at Johnson County Community College, in Kansas, to determine students' use of and satisfaction with college services. Questionnaires were distributed to students in 50 classes, selected to approximate the overall demographics of the student body. Study findings, based on responses from 689 students, included the following: (1) 55% of respondents were female and the mean age was 25; (2) two-thirds or more of the respondents indicated that 16 of 17 student services listed in the survey met their needs, while only 53% indicated that financial aid services met their needs; (3) of 23 potential campus services listed. The 5 rated most important by respondents were a scholarship finding service, touchtone registration, need-based loans, more places to study, and financial counseling; (4) with respect to the importance of student activities, the most important activities were service learning and voter registration; (5) 99% agreed that campus buildings were in good repair, while 97% said that they felt safe on campus; (6) 17% said that they knew where to go to register complaints; and (7) respondents also indicated a need for fax and postal services on campus. Data tables and the survey instrument are appended. (HAA)

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ED 405 059

Johnson County Community College
Student Needs Assessment

Office of Institutional Research
Johnson County Community College

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JC 970 218

Johnson County Community College

Student Needs Assessment

Johnson County Community College
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October 1996

TABLE OF CONTENTS

Page

Introduction 4

Demographics 5

Campus Services - Meetings Needs 6

Campus Services - Improvements 7

Potential Campus Services 8

Importance of JCCC Student Activities 9

Opinions About the Campus Environment 10

Opinions About Campus Communication Issues 11

Opinions About Campus Resources 12

Opinions About Campus Services 13

Technology Use - Transactions with JCCC 14

Technology Use - Kiosks, Computers & Web 15

Additional Analyses 16

Conclusions 17

Appendix A - Tabled Findings for Survey 19

Appendix B - Survey 35

Introduction

In Fall 1995, a Student Needs Assessment Task Force was formed to determine if there were services JCCC needed to offer/change in order to provide the best environment for students. After the task force created a list of relevant topics, the Office of Institutional Research developed a survey instrument to assess student needs.

The survey was distributed in 50 classes during the first week of April 1996. The classes were selected to approximate the overall demographic characteristics of the JCCC student body. Faculty agreed to allow students about 15 minutes of class time to complete the survey. A total of 689 usable surveys were received. In order to avoid duplicate responses, students were asked to indicate on the front of the survey if they had completed it in another class.

A summary of the major findings follows. Tables detailing results of the survey are located in Appendix A and the survey instrument is located in Appendix B.

Comments or questions regarding this report may be directed to:

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Demographics

Demographics for both the respondents and the Spring 1996 JCCC student body as a whole are presented in Table 1. Overall, the survey sample was fairly representative of the student body except in terms of enrollment status. A larger proportion of full-time students was sampled than is present in the student population.

- Fifty-five percent of respondents were female; ages ranged from 17 to 89 with the highest percent of respondents under 23. Mean age of respondents was 25.

- Almost three-fourths of respondents (74%) were from Johnson County; 81% reported they were degree seeking students.

- Full-time students made up approximately 60% of this sample. Although this percentage is higher than the overall Spring 1996 enrollment figure of full-time students (27%), these students are also more likely to use student services at JCCC than are part-time students.

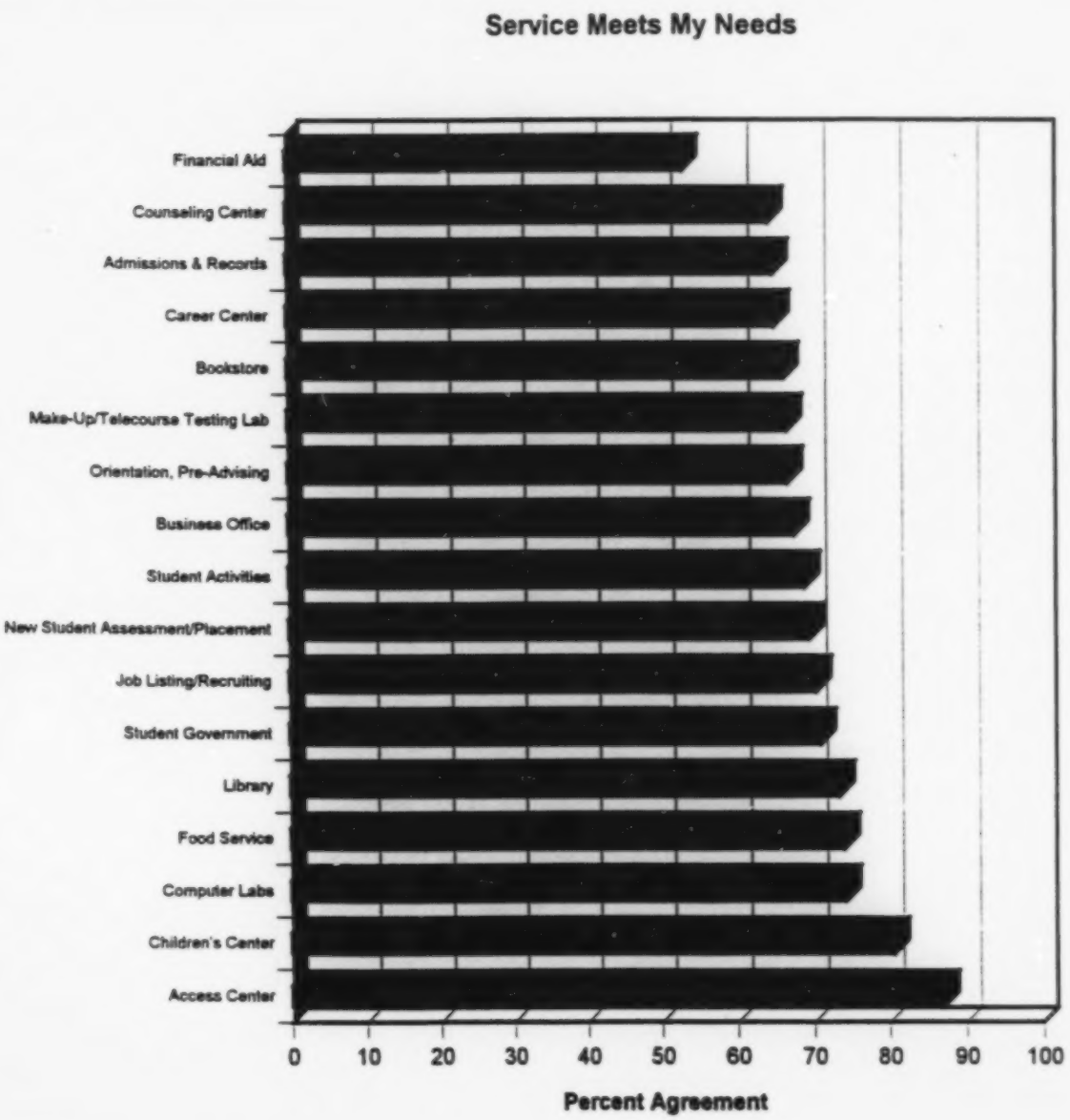
- About half of the respondents (51%) said they were normally on campus during the morning hours. One-third (34%) also indicated they were at JCCC in the afternoon.

- The most frequent educational objective (57%) was to transfer to another college or university.

Campus Services – Meeting Needs

Respondents were asked to indicate whether or not each of 17 student services was meeting their needs and/or needed more hours.

- All of the campus services listed in the survey met the needs of about two-thirds or more of respondents except Financial Aid. Only about half (53%) of respondents said that the Financial Aid Office met their needs. See Table 2.



Campus Services - Improvements

- Of the services described by respondents as "needs to be improved," the top three were the Financial Aid Office, student activities, and student government. It should be noted that fewer respondents expressed any opinion about student activities and student government than regarding most other services, but among those who did, roughly one-fourth said improvements were necessary. See Table 2.

- The services with the highest percent of responses indicating the need for more evening hours were the Business Office (17%), Admissions and Records (14%), the Career Center (12%), and the Bookstore (12%), respectively. See Table 2.

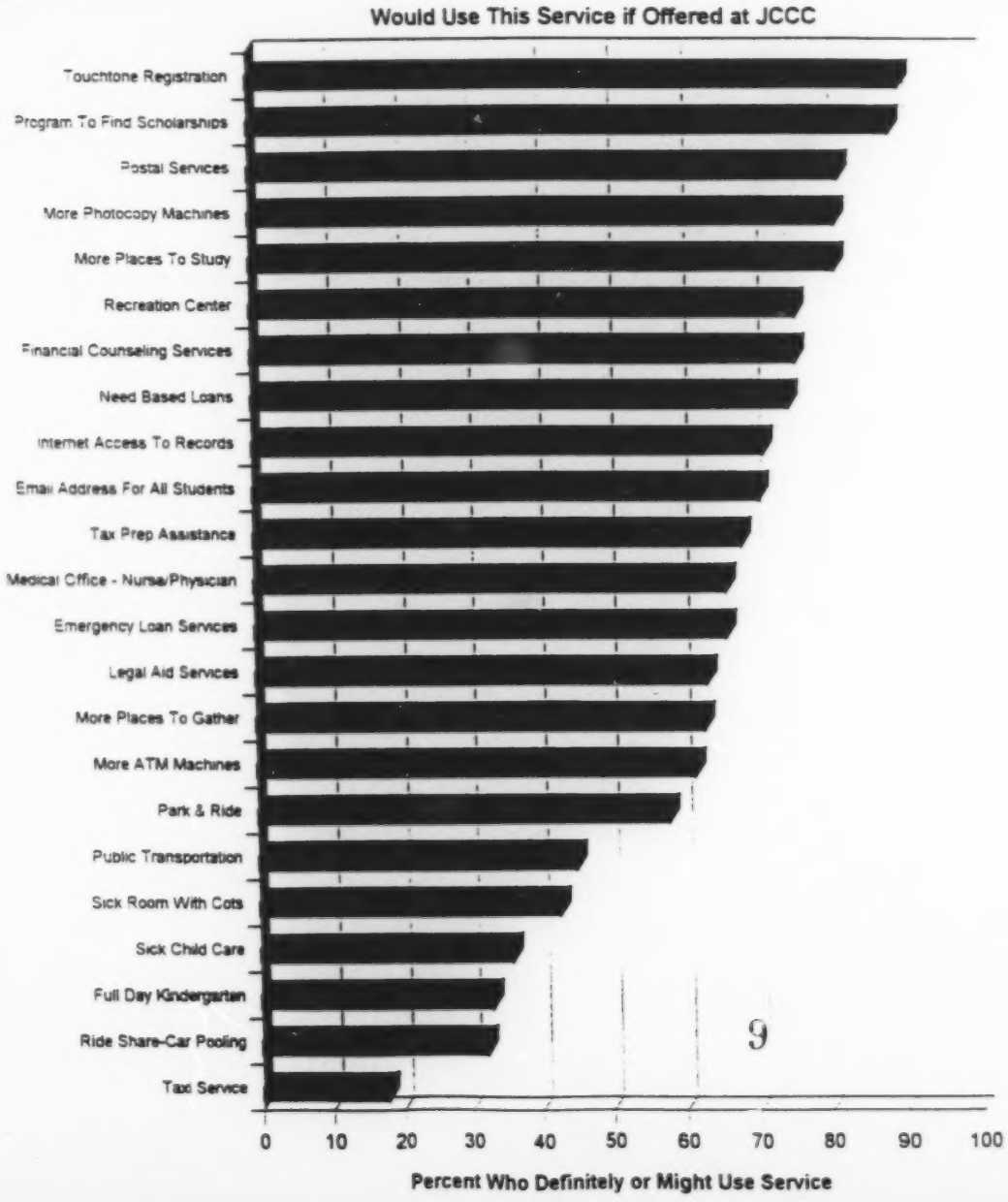
- The services with the highest percent of responses indicating the need for more weekend hours were the Library (12%), the Make-up Testing Lab (11%), and the Computer Labs (11%). See Table 2.

- When asked which of the student services were most important, the greatest number of respondents indicated the Counseling Center, followed by the Library, Computer Labs, and Admissions and Records (18%, 16%, 12%, and 11% of total responses, respectively). See Table 3.

Potential Campus Services

- At least three-fourths of respondents said they would use eight of the 23 potential services listed on the survey. These eight services are (1) touchtone registration, (2) a program to help find scholarships, (3) postal services, (4) more photocopy machines, (5) more places to study, (6) financial counseling services, (7) a recreation center, and (8) need based loans. See Table 4.

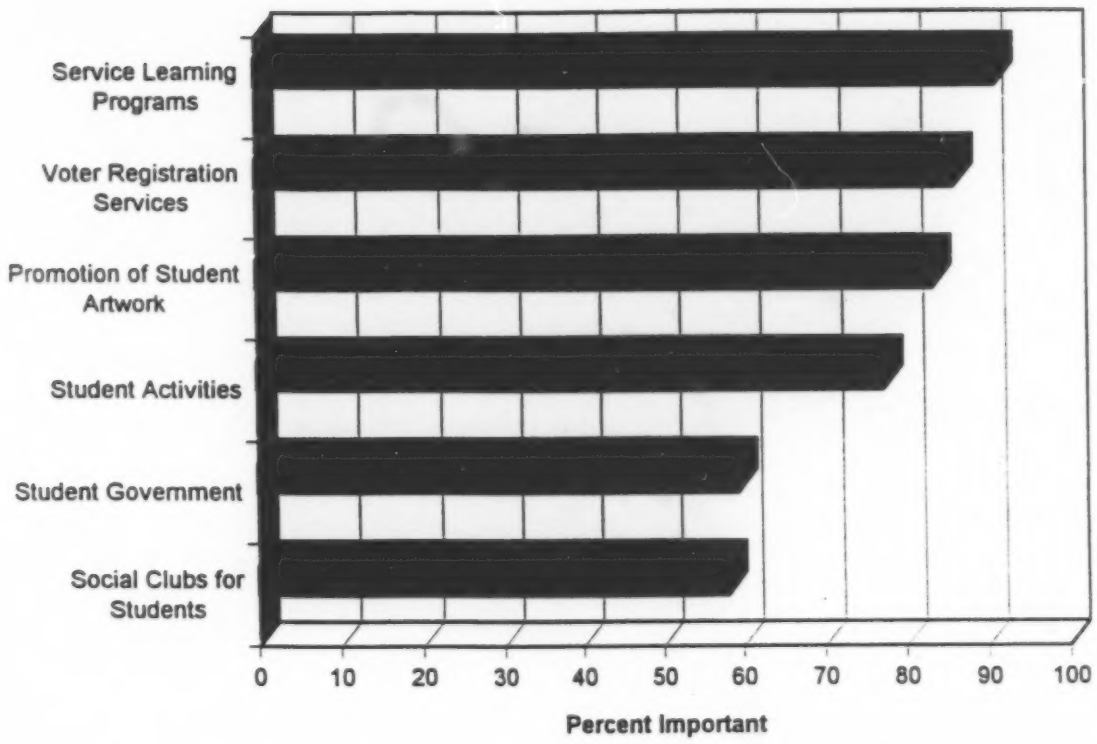
- When asked which of the 23 services were the most important, the top five selected by respondents were a scholarship finding service, touchtone registration, need-based loans, more places to study, and financial counseling. See Table 5. It's interesting to note the predominance of responses to these items dealing with financial/scholarship services.



Importance of JCCC Student Activities

- Students were asked how important each of five JCCC activities were to them. Most respondents said that service learning programs were important or very important, followed by voter registration services and promotion of student artwork.

  It should be noted that only half of the respondents expressed any opinion about student government and social clubs for students. Of those who responded, over half felt these activities were important. See Table 6.

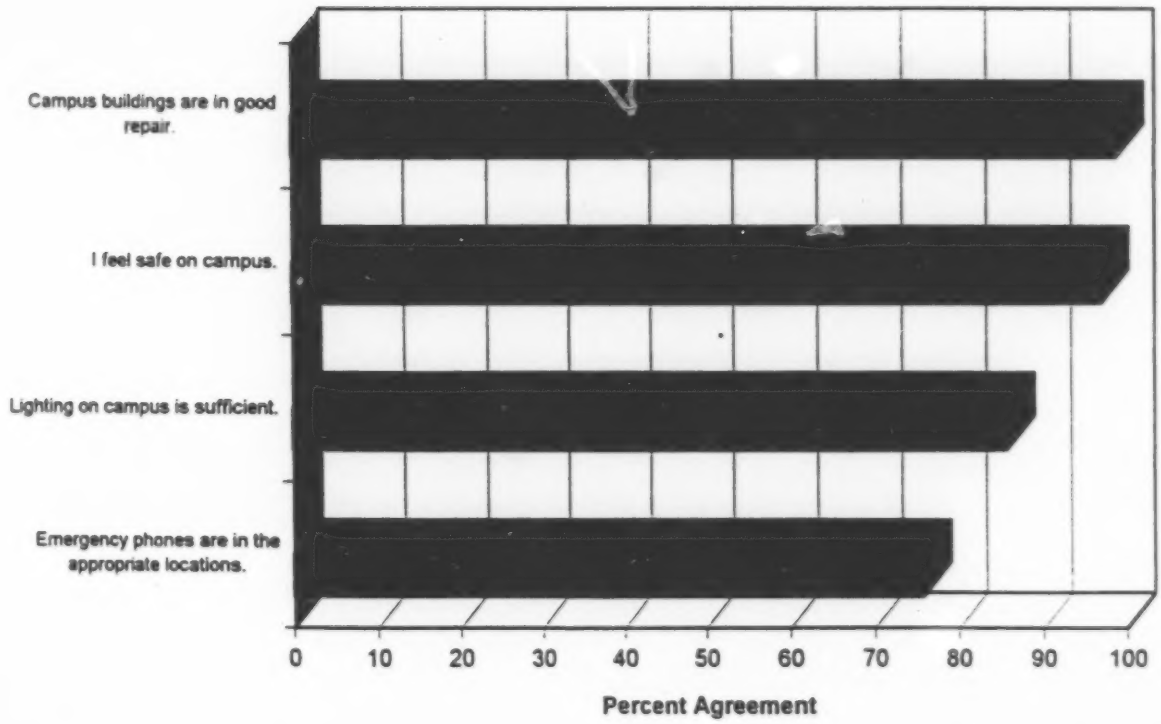


Note: Percent important represents "important" and "very important" responses combined.

Opinions About the Campus Environment

Students were asked the extent to which they agreed or disagreed with 20 statements distributed among four categories: campus environment, communication issues, campus resources, and campus services. See Table 7.

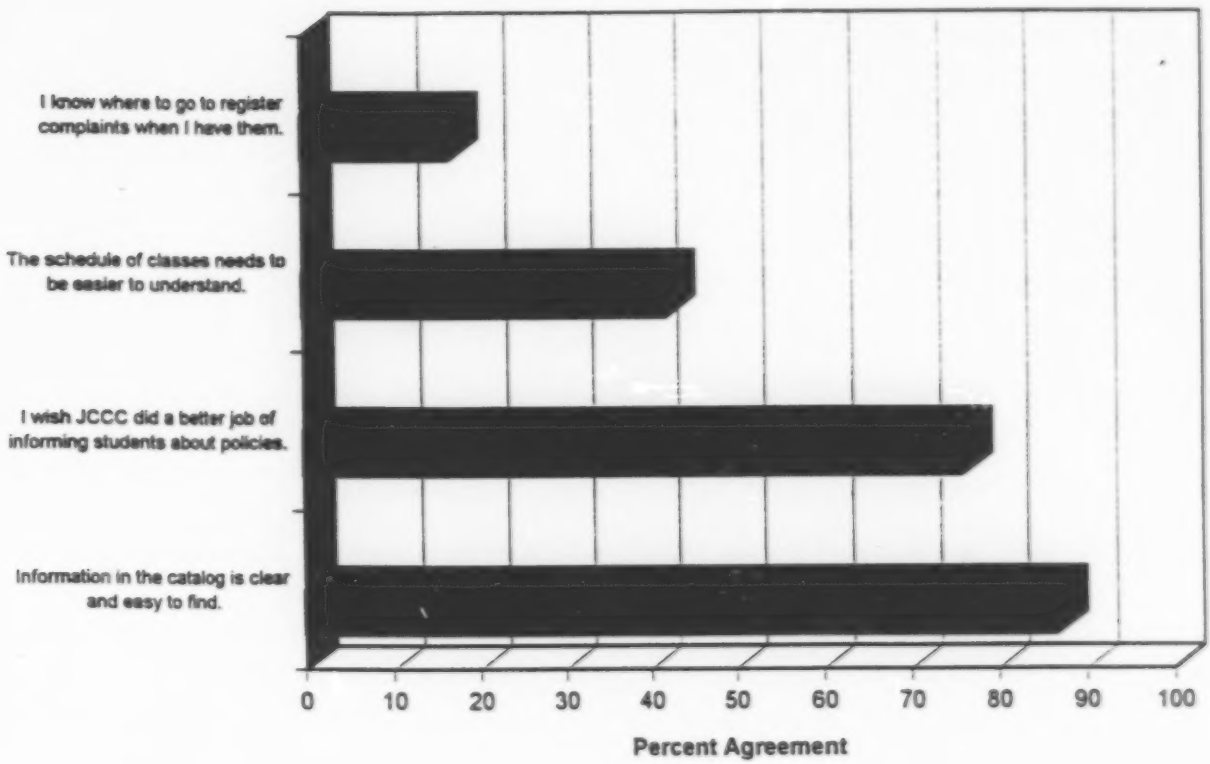
- Students expressed strongest agreement with the campus environment questions. Almost all respondents agreed with the statements: (1) Campus buildings are in good repair (99%), and (2) I feel safe on campus (97%).



Note: Percent Agreement represents "Agree" and "Strongly Agree" responses combined.

Opinions About Campus Communication Issues

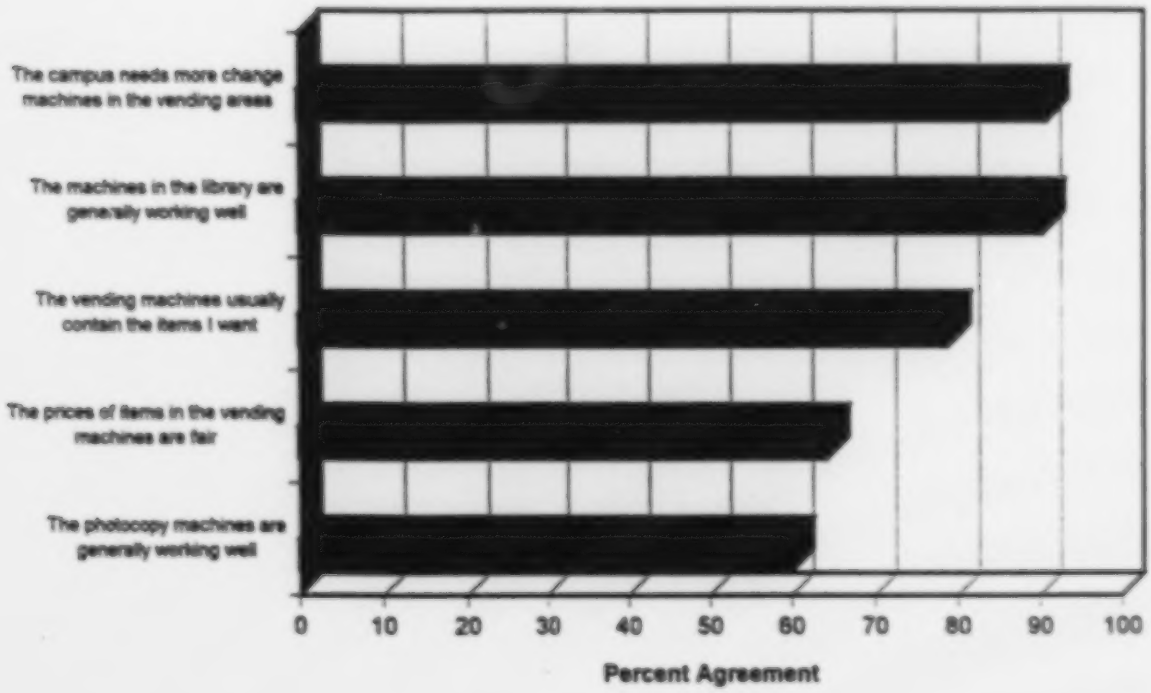
- Less than one-fifth (17%) of respondents agreed with the statement "I know where to go to register complaints when I have them. Slightly more than three-fourths were interested in receiving better information about college policies. See Table 7.



Note: Percent Agreement represents "Agree" and "Strongly Agree" responses combined.

Opinions About Campus Resources

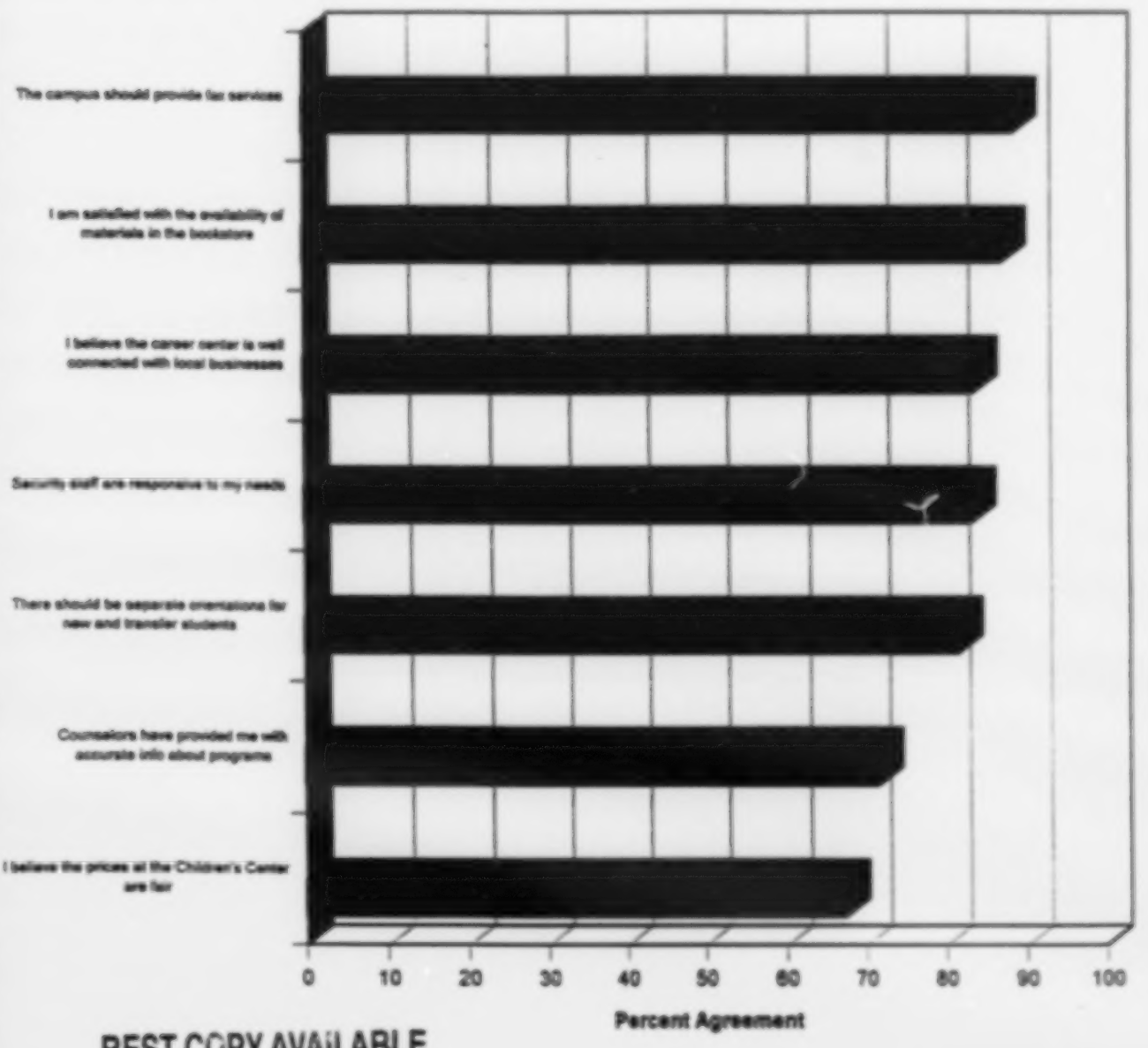
- Most respondents agreed with the statements "the campus needs more change machines in the vending area." (91%), "...machines in the library generally work well..." (90%), and "...vending machines usually contain the items I want..." (79%) See Table 7.



Note: Percent Agreement represents "Agree" and "Strongly Agree" responses combined.

Opinions About Campus Services

- Students were generally very satisfied with services on campus.
- About 88% of respondents agreed with the statement "the campus should provide fax services," 87% were satisfied with materials in the bookstore, and 83% indicated they thought the Career Center is well connected with the business community and that the college security staff are responsive to their needs. See Table 7.


The campus should provide fax services
I am satisfied with the availability of materials in the bookstore
I believe the career center is well connected with local businesses
Security staff are responsive to my needs
There should be separate orientations for new and transfer students
Counselors have provided me with accurate info about programs
I believe the prices at the Children's Center are fair
0
10
20
30
40
50
60
70
80
90
100
Percent Agreement

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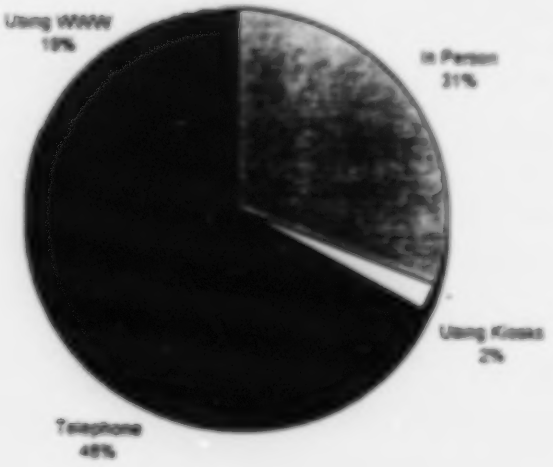
Note: Percent Agreement represents "Agree" and "Strongly Agree" responses combined.

Technology Use - Transactions With JCCC

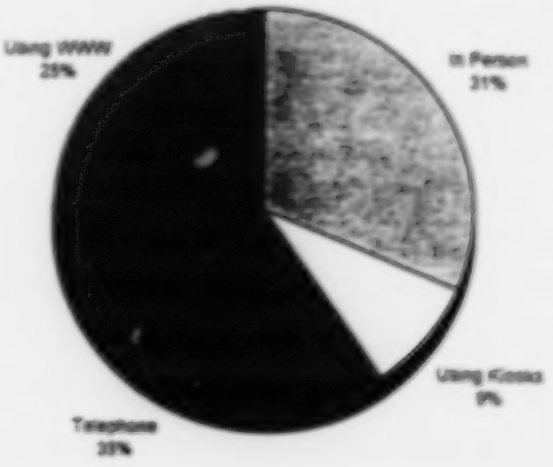
Students were asked to indicate which method they would most prefer to use to register for classes, obtain grade information, and conduct credit card transactions with the college. See Table 9.

- Almost half (48%) of the respondents said their preferred method of registering for classes was by telephone.
- When asked which method they would prefer to obtain grade information, approximately one-third (35%) said by telephone and one-third (31%) said in person.
- The majority of students (59%) said their preferred method for making credit card transactions with JCCC was in person.

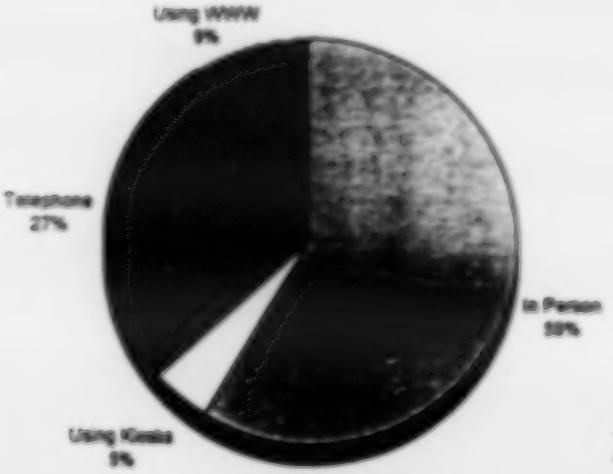
Register for Classes



Obtain Grade Information

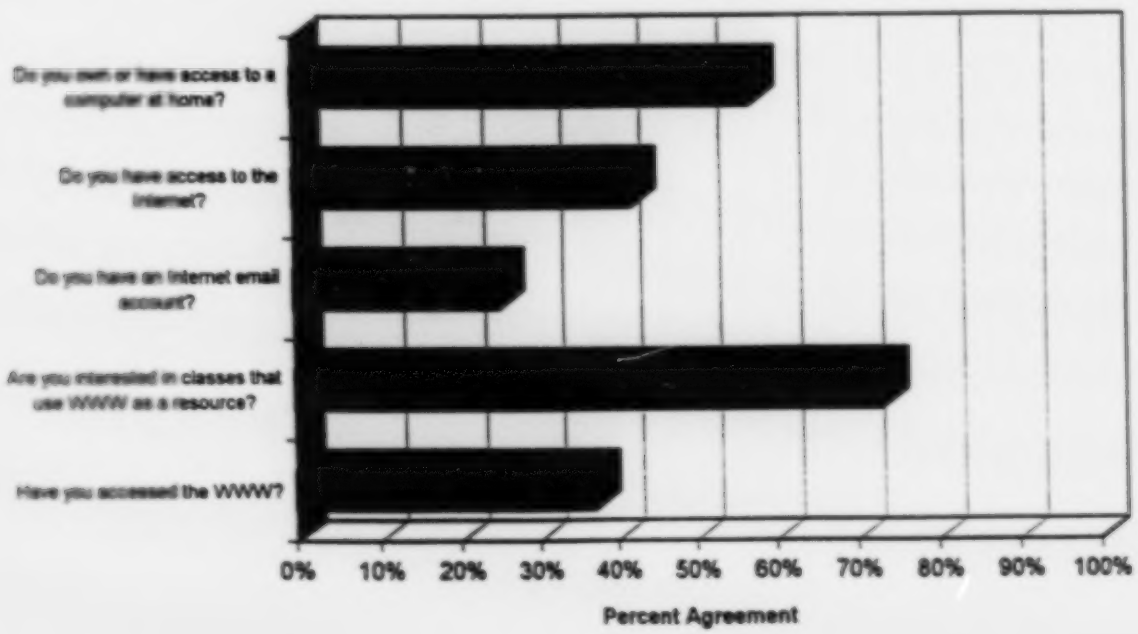


Conduct Credit Card Transactions



Technology Use - Kiosks, Computers & Web

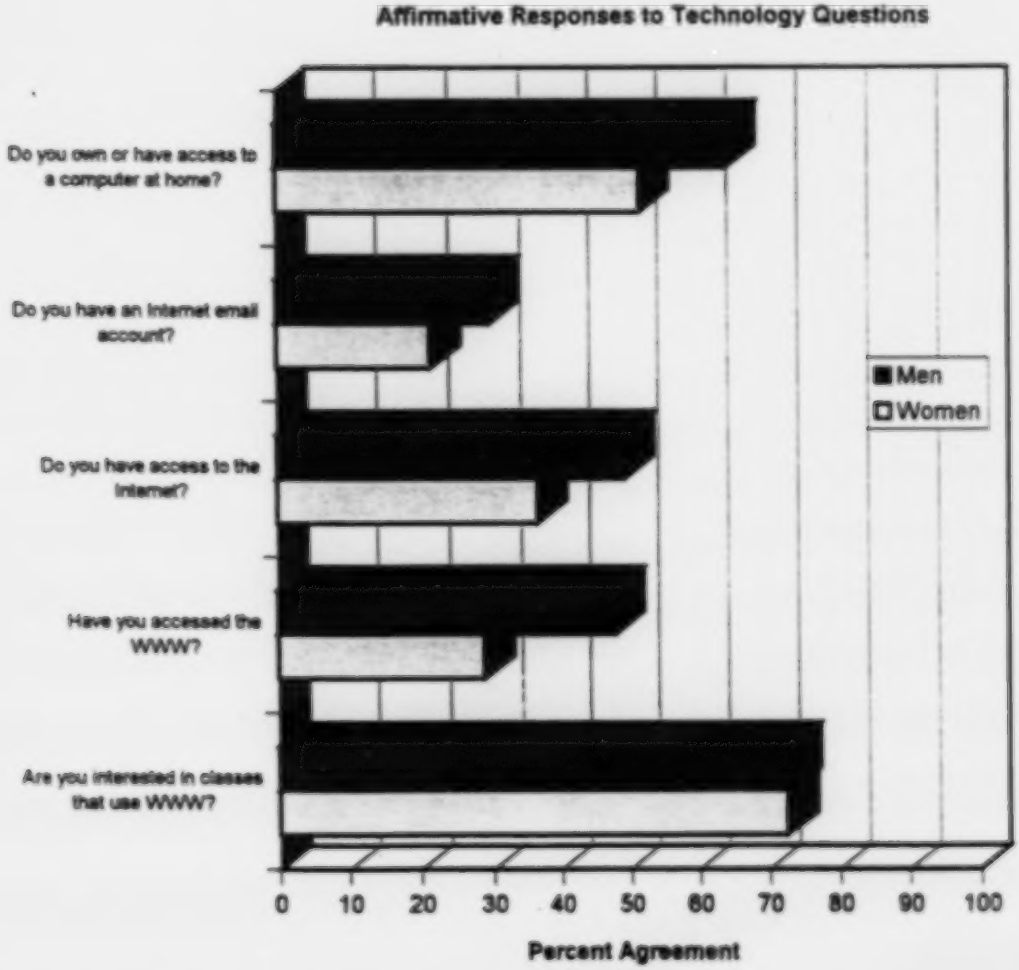
- About 10% of the respondents have used the kiosks at least once. See Table 8.
- Of the respondents who reported using the kiosks, over 80% said they were easy to use and provided valuable information.
- About 57% of respondents have access to a computer at home; 42% have access to the Internet, 25% have an Internet e-mail account; and 37% have accessed the World Wide Web (WWW). See Tables 10 and 11.
- About 73% of respondents said they would be interested in taking a class from JCCC that utilized the WWW as a resource or as a means of remote access to a course. See Table 10.
- Of those who have accessed the WWW, about one-fourth (26%) reported having had some kind of problem; the most common problem was that connections to web pages were busy. See Table 11.
- Most respondents who have accessed the WWW have done so from home (58%) or from the JCCC computer labs (45%). See Table 11.
- The average number of hours using the WWW each week ranged from one to 72. The median number of hours was one per week, with 61% of the respondents reporting they used the WWW five or less hours per week. See Table 11.



Additional Analyses

- Chi square analyses comparing computer usage by men and women showed that significantly more men than women had a computer at home, had accessed the Internet, had an Internet e-mail account, and had accessed the WWW. There were no gender differences when respondents were asked if they would be interested in taking a class that utilized the WWW as a resource or a means of remote access to a course.

- Further analysis of computer usage by gender and age revealed no significant gender differences in computer usage for "non-traditional" (23 or older) students. There were, however, statistically significant gender differences in computer usage for students who were 22 or younger. Among traditional students, significantly more men than women had accessed the Internet, had an Internet e-mail account, and had accessed the WWW.



Conclusions

- Overall, JCCC does a good job of meeting students' needs. About two-thirds of respondents agreed that current student services meet their needs. Based on survey responses, the area that seems to need the most improvement is the Financial Aid Office.

- Respondents expressed strongest agreement with the need for touchtone registration and a program to help find scholarships.

- Of the various options presented to address the parking issue (park and ride, public transportation, ride share/car pooling, and taxi service), the only alternative that at least half of the respondents would use was the park and ride option. Fifty-eight percent of respondents said they either "might use" or would "definitely use" this service. Forty-five percent of respondents said they would use public transportation but only a small number of students said they would use ride share/car pooling (32%) or taxi service (18%).

- There was nearly unanimous agreement among respondents that the campus is attractive and feels safe.

- Survey results clearly indicated the need for improved communication with students, especially regarding where they should go if they need to register complaints and better information about policies.

- In terms of equipment and communication services, results indicate the need for more change machines in the vending areas, and the need for fax and postal services.

- Almost 60% of respondents said they have access to a computer at home.

- About three-fourths of respondents indicated an interest in taking a class from JCCC that utilized the World Wide Web as a resource or as a means of remote access to a course.

APPENDIX A

TABLED FINDINGS FOR

SURVEY

LIST OF TABLES

		Page
Table 1	Demographics Profile	23
Table 2	Campus Services	25
Table 3	Most Important Student Services	26
Table 4	Usage of Potential Services	27
Table 5	Most Important Potential Services	28
Table 6	Importance of Student Activities	29
Table 7	Opinion Questions by Category	30
Table 8	Kiosk Usage	32
Table 9	Preferred Method for Transactions with the College	32
Table 10	Computer Usage	33
Table 11	World Wide Web Questions	33

Table 1
DEMOGRAPHIC PROFILE

	Number of Responses	Percent	JCCC Student Body Spring 1996
Gender			
Female	382	55.4%	55.7%
Male	303	44.0	44.3
Unknown	4	0.6	
Age			
Under 24	402	58.3%	48.6%
24-29	113	16.4	18.6
30-39	102	14.8	17.3
40-49	50	7.3	10.3
50 or Over	14	2.0	5.1
Unknown	8	1.2	
Mean = 25.6; Range 17 - 89			
Residence			
Johnson County	508	73.7%	78.1%
Other Kansas Counties	148	21.5	16.4
Out-of-State	21	3.1	5.5
Unknown	12	1.7	
Status			
Full-time	411	59.7%	27.3%
Part-time	273	39.6	72.7
Unknown	5	0.7	
Educational Objectives			
Transfer to another college/university	389	56.5%	36.7%
Prepare to enter job market	72	10.4	8.8
Prepare to change careers	54	7.8	8.6
Personal interest or self-improvement	49	7.1	11.0
Explore courses to decide on career	46	6.7	6.3
Improve skills for present job	37	5.4	10.8
Undecided	20	2.9	14.8
Remedy or review basic skills	2	0.3	0.6
Unknown	5	0.7	2.4
More than one objective	15	2.2	

Table 1 (cont.)
DEMOGRAPHIC PROFILE

	Number of Responses	Percent
Number of Degree Seeking Students		
Yes	555	80.6%
No	120	17.4
Unknown	14	2.0
Marital Status		
Single/Never Married	452	65.6%
Married	174	25.3
Previously Married	60	8.7
Unknown	3	0.4
Hours Normally on Campus		
Morning	349	50.8%*
Afternoon	233	33.9
Evening	206	30.0
All Day	99	14.4
Day & Evening	90	13.1
Weekends	46	6.7
Other	12	1.7

*Note: Multiple response item; percentages are not cumulative

Table 2
CAMPUS SERVICES

	Number of Responses	Meets My Needs	Needs To Be Improved	More Evening Hours	More Week-end Hours
Bookstore	634	66.4%	12.1%	11.7%	9.8%
Library	617	73.6	8.6	6.2	11.7
Admissions & Records	585	65.0	11.8	14.5	8.7
Counseling Center	573	64.4	14.8	11.3	9.4
Computer Labs	516	74.4	8.7	5.6	11.2
Food Service	442	74.2	15.4	7.9	2.5
Financial Aid	379	53.3	28.8	10.8	7.1
Orientation, Pre-Advising	378	66.9	17.2	8.7	7.1
Make-Up/Telecourse Testing Lab	377	66.8	10.6	11.1	11.4
Career Center	365	65.2	15.1	12.1	7.7
Business Office	359	67.7	7.2	17.3	7.8
Job Listing/Recruiting	319	70.5	21.3	6.0	2.2
New Student Assessment/Placement	306	69.6	22.9	3.9	3.6
Student Activities	282	69.1	25.5	2.8	2.5
Student Government	166	71.1	25.3	2.4	1.2
Children's Center	119	80.7	9.2	5.9	4.2
Access Center	93	87.1	4.3	6.5	2.2

Note: Percentages reflect the number of responses to a given item.

Table 3
MOST IMPORTANT STUDENT SERVICES

Service	Most Important	2nd Most Important	3rd Most Important	Number of Total Responses	Percent of Total Responses
Counseling Center	170	97	87	354	18.5%
Library	115	109	87	311	16.2
Computer Labs	68	84	73	225	11.7
Admissions & Records	68	73	69	210	11.0
Financial Aid	63	66	49	178	9.3
Career Center	34	49	42	125	6.5
Bookstore	20	35	49	104	5.4
Orientation/Pre-advising	33	16	17	66	3.4
Job Listing-Recruiting	17	21	22	60	3.1
Testing Lab	11	20	28	59	3.1
Food Service	4	11	28	43	2.2
Business Office	9	16	15	40	2.1
Student Activities	9	10	18	37	1.9
Student Assessment	6	18	11	35	1.8
Children's Center	16	9	8	33	1.7
Access Center	5	7	10	22	1.1
Student Government	3	2	10	15	0.8
Total	**651**	**643**	**623**	**1917**	**100%**

Table 4
USAGE OF POTENTIAL SERVICES

	Number of Responses	Definitely or Might Use	Rarely or Not Use
Touchtone Registration	615	90.4%	9.6%
Program To Find Scholarships	615	89.1	10.9
Postal Services	587	82.3	17.7
More Photocopy Machines	576	81.8	18.2
More Places To Study	607	81.7	18.3
Financial Counseling Services	564	76.2	23.8
Recreation Center	589	76.2	23.8
Need Based Loans	576	75.2	24.8
Internet Access To Records	577	71.6	28.4
Email Address For All Students	566	71.0	29.0
Tax Prep Assistance	553	68.5	31.5
Emergency Loan Services	558	66.3	33.7
Medical Office - Nurse/Physician	555	66.3	33.7
Legal Aid Services	517	63.6	36.4
More Places To Gather	557	63.2	36.8
More ATM Machines	546	61.9	38.1
Park & Ride	555	58.2	41.8
Public Transportation	537	45.3	54.7
Sick Room With Cots	515	42.9	57.1
Sick Child Care	332	36.1	63.9
Full Day Kindergarten	316	33.2	66.8
Ride Share-Car Pooling	508	32.3	67.7
Taxi Service	490	17.8	82.2

Note: Percentages reflect the number of responses to a given item.

Table 5
MOST IMPORTANT POTENTIAL SERVICES

Service	Most Important	2nd Most Important	3rd Most Important	Number of Total Responses	Percent of Total Responses
Scholarship Finding Service	109	69	75	253	13.1%
Touchtone Registration	103	53	55	211	10.9
Need-Based Loans	43	68	53	164	8.5
More Places to Study	59	48	32	139	7.2
Financial Counseling	49	45	37	131	6.8
Recreation Center	33	32	51	116	6.0
E-Mail Addresses for Students	35	41	33	109	5.7
Park & Ride Option	36	31	34	101	5.2
Internet Access to Records	14	34	36	84	4.4
Emergency Loan Services	26	28	23	77	4.0
Postal Services	11	20	44	75	3.9
On-site Nurse/Physician	20	28	23	71	3.7
More Photocopy Machines	9	31	30	70	3.6
Legal Aid Services	11	22	18	51	2.6
More Areas to Gather	20	14	14	48	2.5
Sick Child Care	20	21	7	48	2.5
Public Transportation	17	16	12	45	2.3
Tax Prep Services	4	13	24	41	2.1
Full Day Kindergarten	13	13	10	36	1.9
Car Pooling Coordination	13	7	6	26	1.3
More ATM Machines	3	10	11	24	1.2
Sick Room with Cots	2	2	1	5	0.3
Taxi Service	0	0	3	3	0.2
Total	**650**	**646**	**632**	**1928**	**100%**

Table 6
IMPORTANCE OF STUDENT ACTIVITIES

	Number of Responses	Very Important or Important	Very Unimportant or Unimportant
Service Learning Programs	591	91.2%	8.8%
Voter Registration Services	489	86.1	13.9
Promotion Of Student Artwork	451	83.4	16.6
Student Activities	437	77.3	22.7
Student Government	351	59.5	40.5
Social Clubs For Students	351	58.1	41.9

Note: Percentages reflect the number of responses to a given item.

Table 7
OPINION QUESTIONS BY CATEGORY

	Number of Responses	Agree	Disagree
Environment Issues			
I feel safe on campus.	621	96.9%	3.1%
Campus buildings are in good repair.	696	98.7	1.3
Lighting on campus is sufficient.	510	85.7	14.3
Emergency phones on campus are located in the appropriate locations.	380	75.8	24.2
Communication Issues			
Information in the catalog is clear and easy to find.	470	86.6	13.4
I wish JCCC did a better job of informing students about policies.	303	75.9	24.1
The schedule of classes needs to be revised to be easier to understand.	402	42.0	58.0
I know where to go to register complaints when I have them.	562	16.8	64.7
Resource Issues			
The machines in the library are generally working well and in good repair.	488	90.4	9.6
The campus needs more change machines in the vending areas.	417	90.9	9.1
The vending machines usually contain the items I want.	487	78.9	21.1
The prices of items in the vending machines are fair.	482	64.3	35.7
The photocopy machines on campus are generally working well and in good repair.	440	60.0	40.0

Note: Percentages reflect the number of responses to a given item. The "agree" column represents "agree" and "strongly agree" responses combined. The "disagree" column represents "disagree" and "strongly disagree" responses combined.

Table 7 (cont.)
OPINION QUESTIONS BY CATEGORY

	Number of Responses	Agree	Disagree
Service Issues			
I am satisfied with the availability of materials and books in the bookstore.	509	87.0%	13.0%
The campus should provide fax services.	353	88.4	11.6
Counselors at JCCC have provided me with accurate information about programs.	476	71.6	19.6
I think there should be separate orientation sessions for new and transfer students.	304	81.6	18.4
Security staff are responsive to my needs.	252	83.3	16.7
I believe the career center is well connected with the local business community.	236	83.5	16.5
I believe the prices charged at the Children's Center are fair and reasonable.	52	67.3	32.7

Note: Percentages reflect the number of responses to a given item. The "agree" column represents "agree" and "strongly agree" responses combined. The "disagree" column represents "disagree" and "strongly disagree" responses combined.

Table 8
KIOSK USAGE

Question	Number	Yes	No
Have you used one or more of the kiosks?	665	10.2%	89.7%
Average number of times kiosks were used = 2.33 times			
If yes, did you find the kiosks easy to use?	65	81.5	18.5
If yes, was the information you received from the kiosks valuable?	66	80.3	19.7

Note: Percentages reflect the number of responses to a given item.

Table 9
PREFERRED METHOD FOR TRANSACTIONS WITH THE COLLEGE

	Number of Responses	In Person	Using Kiosks	Telephone	Using WWW
Register for Classes	656	30.8%	2.3%	48.0%	18.9%
Obtain Grade Info	655	31.3	9.3	34.8	24.6
Conduct Credit Card Transactions	642	58.7	4.7	27.3	9.3

Note: Percentages reflect the number of responses to a given item.

Table 10
COMPUTER USAGE

Question	Number	Yes	No
Do you own or have access to a computer at home?	662	57.1%	42.9%
Do you have access to the Internet?	663	42.2	57.8
Do you have an Internet e-mail account?	662	25.2	74.8
Would you be interested in taking classes at JCCC that utilize the WWW as a resource or as a means of remote access to a course?	648	72.7	27.3

Note: Percentages reflect the number of responses to a given item.

Table 11
WORLD WIDE WEB QUESTIONS

Question	Number	Yes	No
Have you accessed the World Wide Web?	662	37.3%	62.7%
If so, did you have trouble accessing the WWW when you tried to use it?	242	26.4	73.6

Did you experience any of the following problems when using the WWW?

Problem	Number	Percent of Total*
Connections to pages I needed were busy	39	54.9%
Unable to find the information I was looking for	30	42.2
The equipment was not working properly	18	25.3
Did not understand how to use it	6	8.4
Other	4	5.6

*Note: Multiple response item, percentages are not cumulative

Table 11, cont.
WORLD WIDE WEB QUESTIONS

Where have you accessed the World Wide Web?

Location	Number	Percent of Total*
Home	142	58.0%
JCCC Computer Labs	109	44.5
Other Colleges/Universities	53	21.2
Work	39	15.9
JCCC Library	27	9.8
Friend/Relative's Home	19	7.8
Other	7	1.8

Average number of hours spent using the WWW each week?

Hours	Number	Percent
One	55	22.3%
Two	44	17.8
Three	20	8.1
Four	12	4.9
Five	19	7.7
Six to Ten	24	9.7
Eleven to Twenty	10	4.0
More than Twenty	4	1.6
Unknown	59	23.9

Mean = 5.1

*Note: Multiple response item, percentages are not cumulative

APPENDIX B

SURVEY

STUDENT NEEDS ASSESSMENT FOR SERVICES AT JOHNSON COUNTY COMMUNITY COLLEGE

Spring 1996

❐ If you have already filled out this survey, please check the box and return the unused form to your instructor.

Please DO NOT fill out a second form.

April, 1996

Dear Student:

As part of JCCC's commitment to continuous quality improvement, we are conducting a student services needs assessment. We are very interested in creating a positive environment for students. We need your input about the services we offer on campus and suggestions regarding future services that might make your experience here even better.

Please take a few minutes to answer the following questions.

Thank you for your help!

JCCC Student Needs Assessment Survey
Spring 1996

Please indicate whether the following campus services are currently meeting your needs. Circle ALL that apply for each item.

		This service currently meets my needs	This service needs to be improved	This service needs more evening hours	This service needs more weekend hours	No Opinion
1.	Orientation/Pre-Advising program	A	B	C	D	E
2.	Counseling Center	A	B	C	D	E
3.	Career Center	A	B	C	D	E
4.	Job Listing/Recruiting	A	B	C	D	E
5.	New Student Assessment/Placement Program	A	B	C	D	E
6.	Make-up & Telecourse Testing Lab	A	B	C	D	E
7.	Financial Aid Office	A	B	C	D	E
8.	Business Office	A	B	C	D	E
9.	Admissions & Records Office	A	B	C	D	E
10.	Bookstore	A	B	C	D	E
11.	Food Service	A	B	C	D	E
12.	The Children's Center	A	B	C	D	E
13.	Library	A	B	C	D	E
14.	Computer Labs	A	B	C	D	E
15.	ACCESS Center (Disabled Student Services)	A	B	C	D	E
16.	Student Activities	A	B	C	D	E
17.	Student Government	A	B	C	D	E

18. Of the services listed above (numbers 1-17), which do you think are most important? (Please write the item number in the appropriate space)

Most Important_____

Second Most Important_____

Third Most Important_ _____

Please indicate whether or not you would use this service if it were offered at JCCC. Circle only ONE response for each item.

					No Opinion
	I would definitely **not** use this service if JCCC offered it.				
	I would **rarely** use this service if JCCC offered it.				
	I **might** use this service if JCCC offered it.				
	I would **definitely** use this service if JCCC offered it.				
	↓	↓	↓	↓	↓
19. More areas for students to gather	A	B	C	D	E
20. More places for students to study	A	B	C	D	E
21. Ride share/car pooling coordination	A	B	C	D	E
22. Park & ride option (trams, special buses)	A	B	C	D	E
23. Public transportation to campus	A	B	C	D	E
24. Taxi service	A	B	C	D	E
25. Sick child care	A	B	C	D	E
26. Full day kindergarten	A	B	C	D	E
27. Touch-tone telephone registration	A	B	C	D	E
28. More ATM machines	A	B	C	D	E
29. More photocopy machines	A	B	C	D	E
30. Medical office with on-site nurse/physician	A	B	C	D	E
31. Room with cots for sick students to lie down	A	B	C	D	E
32. Legal aid services	A	B	C	D	E
33. Financial counseling services	A	B	C	D	E
34. Postal services	A	B	C	D	E
35. E-mail addresses for all students	A	B	C	D	E
36. Tax preparation assistance	A	B	C	D	E
37. Internet access to student records	A	B	C	D	E
38. Recreation Center for students	A	B	C	D	E
39. A program to help students find scholarships	A	B	C	D	E
40. Emergency loan services	A	B	C	D	E
41. Need-based loans to be used for tuition, books, computers, etc.	A	B	C	D	E

42. Of the services listed above (numbers 19-41), which do you think are most important? (Please write the item number in the appropriate space)

Most Important_____

Second Most Important_____

Third Most Important_____

How important are each of these services at JCCC?

	Very Unimportant	Unimportant	Neutral	Important	Very Important
43. Social clubs for students	1	2	3	4	5
44. Student government	1	2	3	4	5
45. Student activities	1	2	3	4	5
46. Voter registration services	1	2	3	4	5
47. Promotion of students' artwork	1	2	3	4	5
48. Service learning programs/internships (i.e., work experience for credit)	1	2	3	4	5

Please indicate the extent to which you agree or disagree with each of the following statements.

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
49. I feel safe on campus.	1	2	3	4	5
50. I wish JCCC did a better job of informing students about policies.	1	2	3	4	5
51. I know where to go to register complaints when I have them.	1	2	3	4	5
52. I think there should be separate orientation sessions for new and transfer students.	1	2	3	4	5
53. I believe the career center is well connected with the local business community.	1	2	3	4	5
54. Counselors at JCCC have provided me with accurate information about programs.	1	2	3	4	5
55. The photocopy machines on campus are generally working well and in good repair.	1	2	3	4	5
56. Emergency phones on campus are located in the appropriate locations.	1	2	3	4	5
57. Lighting on campus is sufficient.	1	2	3	4	5
58. Security staff are responsive to my needs.	1	2	3	4	5
59. Campus buildings are in good repair.	1	2	3	4	5
60. The machines in the library are generally working well and in good repair.	1	2	3	4	5
61. The campus should provide fax services.	1	2	3	4	5

	Strongly Disagree	Disagree	Neutral	Agree	Strongly Agree
62. The vending machines usually contain the items I want.	1	2	3	4	5
63. The prices of items in the vending machines are fair.	1	2	3	4	5
64. The campus needs more change machines in the vending areas.	1	2	3	4	5
65. I am satisfied with the availability of materials and books in the bookstore.	1	2	3	4	5
66. Information in the catalog is clear and easy to find.	1	2	3	4	5
67. The schedule of classes needs to be revised to be easier to understand.	1	2	3	4	5
68. I believe the prices charged at the Children's Center are fair and reasonable.	1	2	3	4	5

Technology Needs

Recently the college installed three kiosks on campus to allow students to evaluate these touch screen monitor systems for access to student data, business operations, and campus information. These kiosks (they are the units that have signs that say "See JCCC - Campus Information Student Inquiry System" on them) are located in the COM 1.5 lobby, on the first floor of GEB by the Admissions Office, and in CEC by the Bookstore entrance.

69. Have you used one or more of the kiosks? (1) Yes_____ (Go to Question 70)
(2) No_____ (Go to Question 74)

70. If yes, how many times?_____

71. Did you find the kiosk easy to use? (1) Yes_____ (2) No_____

72. Was the information you obtained from the kiosk valuable? (1) Yes_____ (2) No_____

73. Please list items that you would like to have available on the kiosk that are not currently available:

74. Do you own or have access to a microcomputer at home? (1) Yes_____ (2) No_____

75. Do you have access to the Internet? (1) Yes_____ (2) No_____

76. Do you have an Internet e-mail account? (1) Yes_____ (2) No_____

77. Have you accessed the World Wide Web? (1) Yes_____(Go to Question 78)
(2) No_____(Go to Question 82)

78. If so, where? (Mark all that apply)
_____ (1) JCCC Library
_____ (2) JCCC Computer Labs
_____ (3) Other Colleges or Universities
_____ (4) Home
_____ (5) Work
_____ (6) Other:_____

79. Did you have trouble accessing the World Wide Web when you tried to use it? (1) Yes_____ (2) No_____

80. If yes, check any of the following problems you experienced:
_____(1) The equipment was not working properly.
_____(2) Connections to the pages I needed were busy.
_____(3) Unable to find the information I was looking for.
_____(4) Other:_____

81. On the average how many hours do you spend using the World Wide Web each week? _____

82. Would you be interested in taking classes at JCCC that utilize the World Wide Web as a resource or as a means of remote access to a course? (1) Yes_____ (2) No_____

Please indicate which one of the following methods would you **MOST** prefer to use to:

83. Register for classes? **(Check only ONE response.)**
_____(1) In person
_____(2) By using one of the kiosks on campus
_____(3) By telephone
_____(4) By using a computer to access the college's World Wide Web site

84. Obtain grade information? **(Check only ONE response.)**
_____(1) In person
_____(2) By using one of the kiosks on campus
_____(3) By telephone
_____(4) By using a computer to access the college's World Wide Web site

85. Conduct credit card transactions with the college? **(Check only ONE response.)**
_____(1) In person
_____(2) By using one of the kiosks on campus
_____(3) By telephone
_____(4) By using a computer to access the college's World Wide Web site

Are there any other services not listed on this survey that you wish JCCC would offer?

Demographics

86. Which of the following best describes your reason for coming to JCCC?
(Check only ONE.)

_____(1) Transfer to another college or university
_____(2) Prepare to enter job market
_____(3) Improve skills for present job
_____(4) Explore courses to decide on career
_____(5) Remedy or review basic skills
_____(6) Personal interest or self-improvement
_____(7) Prepare to change careers
_____(8) Undecided

87. What is your age? _____

88. Are you a degree seeking student? (1) yes_____(major = _____)
(2) no_____

89. Gender: (1) Female_____ (2) Male_____

90. What is the zip code of your home address? _____

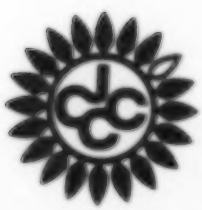
91. Are you a full-time or part-time student at JCCC? _____(1) full-time
_____(2) part-time

92. What hours of the day are you normally on campus?
(Mark all that apply.)
_____(1) morning
_____(2) afternoon
_____(3) all day
_____(4) evening
_____(5) combination of day and evening
(6) weekends
_____(7) other: _____

93. Marital status:
_____(1) single/never married
_____(2) married
_____(3) previously married (separated, divorced, or widowed)

Any other comments you would like to add would be appreciated.

Thank you for completing this survey!!!



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